

8. The Contractor shall provide one hundred (100) rounds of the appropriate caliber ammunition stored on site in a container furnished by the Contractor, acceptable for storage, approved by the SSE, and available to FAA contract guards to accommodate emergencies. Ammunition must be stored separate from the weapons in a separate locked drawer of the weapons container or a separate ammunition container. If a separate container is used, the ammunition container key must be secured by an on-duty Contractor guard and documented in approved guard orders. Magazines may remain loaded while stored.

9. Loading. A cleaning barrel or similar check and clear bullet trap will be provided by the COTR for use when loading and unloading semiautomatic firearms and must be solely used for loading and unloading.

10. Storage. Firearms used by FAA contract security guards may be stored on FAA property. These firearms will be stored unloaded in a GSA Class 5 type container (XO-8 locking systems will not be used), a container approved by GSA for storage of classified material, or a commercially available container approved by the SSE. The firearms container need not be located in a locked room, but must be out of sight of visitors and facility personnel. However, the container must be able to be continuously monitored by guard personnel. The container will be secured to the floor in a manner approved by the SSE. When not in use, the container will be locked. Combinations will be changed when compromised, when someone knowing the combination leaves, or annually. The Combination Change Form, SF-700, will be used to record the date of the last combination change. The Contractor will provide to the COTR and keep current a list of the serial numbers of all firearms stored on FAA property.

C.3.4.2 Uniforms

The Contractor shall ensure that all guards shall wear a complete uniform of the type prescribed in this clause at all times when on duty. The appearance of uniforms shall be maintained so that shoes are shined; so that all items fit well and are clean, neat, and well pressed; and so that the uniform otherwise presents a favorable public image. The uniform's color(s) shall be the same as that in general use by large guard or police organizations in the United States. All employees shall wear the same color and style of uniform. An appropriately lettered breast badge and cap ornament shall indicate the jurisdiction from which authority, if any is obtained. Shoulder patches with Contractor identification and not larger than 4-1/2 inches by 4-1/2 inches shall be worn on the uniform's left shoulder. No other Contractor identification is to be worn or displayed on the uniform. Cleaning, pressing, and repair costs shall be paid by the Contractor as allowed in the attached Department of Labor Service Contract Labor Wage Determination. Each employee shall be issued uniforms by the Contractor.

Uniforms for guards shall consist of the following items and be in the colors indicated to the maximum extent possible, considering geographical and climate conditions. The color of the uniform indicated is optional; however, it must be distinctive, conservative and maintain uniformity of appearance. The weight and kind of material used will depend on the local conditions. Minimum uniform requirements include:

1. Overcoat, (where applicable) wool, weight and length suitable for climate - eagle buttons.

2. Coat, blouse, and eagle buttons.

3. Trouser, winter, uncuffed.

4. Trouser, summer, uncuffed.

5. Cap.

6. Raincoat.

7. Gloves, (where applicable).

8. Belt, regulation police (Sam Brown).

9. Shirt, long or short sleeve, no pleats in pocket.

10. Neckties, washable, clip-on, slim-line type.

11. Distinctive security badge fastened to the outer garment and an appropriate cap insignia shall be worn at all times.

12. Each guard shall furnish and wear shoes and socks compatible with the uniform.

13. All guard personnel will wear prescribed uniforms. Deviations are not acceptable other than may be necessary in the interest of health and safety. High standards of personnel appearance will be maintained at all times.

C.3.4.3 Radio Communications

The Contractor shall furnish all necessary multichannel radio transceiver communications equipment so that each employee on duty may be contacted by the Contractor's radio communication system and/or shift supervisors, and the FAA facility. The Contractor shall comply with appropriate Federal Regulations to obtain all necessary frequencies and permits for equipment operation. The equipment shall operate within the 150-170 MHZ. The exact guard force frequency(ies) shall be coordinated with the CO prior to operation to prevent interference with Government operations, and in no event shall "Citizens Band" frequencies be accepted.

C.3.4.4 Radio/Telephonic Communications

The Contractor shall provide equipment which is capable of establishing radio/telephonic communications within one (1) minute with the local Fire Department Dispatcher on 900MHZ, ambulance service on 900MHZ, and transportation dispatcher (for wrecker service) on 900MHZ. This equipment shall be functional and maintained by the Contractor at all times.

C.3.4.5 Key/Combination Control

The Contractor shall receive, secure, issue, and account for all keys/access cards or combinations issued for access to buildings, offices, equipment, gates, etc. for the purposes of this contract. Prior to starting work, the Contractor shall sign a receipt for all keys/combinations issued by the Government. The Contractor shall maintain records which show how many keys are in existence, in whose possession and who has knowledge of and/or access to combinations. These records shall be made available to the COTR, FSC, SSE or any other Government Investigative Authority upon request. Keys shall not be duplicated or leave the facility.

C.3.5 Firearms Requirements

The Contractor shall ensure that guards shall not be issued firearms until they have been properly trained in their use and handling and there is documentation certifying their training and qualification. Contractor personnel may not carry or use chemical irritants.

C.3.5.1 Firearms Proficiency Training and Qualification

The Contractor shall ensure that each guard required to carry a weapon shall be trained and qualified to meet the minimum standards including initial training and qualification, quarterly sustainment training, and annual re-qualification. The Contractor shall ensure that no guard shall bear a firearm on the facility or be assigned to an armed post until a written certification of qualification has been provided to the CO/COTR, and the guard has successfully completed training in the use of deadly force. The FAA reserves the right to witness firearm qualifications. The contractor shall notify the COTR/FSC fifteen (15) days prior to scheduled qualification.

C.3.5.2 Possession of Privately Owned Firearms in or on FAA-Owned or Leased Property

The Contractor shall ensure that all guards while in or on FAA-owned, FAA-leased, or GSA-leased property, including vehicles, shall comply with the following:

1. Guard personnel shall not carry or have in their possession firearms or other weapons except those specifically authorized in the FAA contract.

2. Firearms owned by the Contractor shall not be stored on FAA owned/leased property other than as specified in Section C.3.4.1.10 of this SOW.

C.3.5.3 Notification and Incident Reporting of Firearm Discharge(s)

C.3.5.3.1 Verbal Notification

The Contractor shall ensure that an immediate verbal notification is made for all facility incidents involving the discharge of a firearm by any individual(s) to include guard personnel to the FSC/SSE/COTR .

C.3.5.3.2 Written Notification

The Contractor shall ensure that a written report for all facility incidents involving the discharge of a firearm is submitted to FSC/SSE/CO/COTR within twenty-four (24) hours of the incident.

C.3.5.4 Individual Responsibility for use of Firearms

The guard personnel authorized to carry a firearm on FAA property are fully liable and responsible for actions taken involving the use of the firearm.

Procedures to be followed by the Individual:

Guard personnel responsible for the discharge of a firearm shall immediately notify his/her supervisor of the incident and the circumstances relating thereto.

1. The report shall include any injury or fatality which may have resulted from the use of the firearm, including injuries resulting from any weapons' discharges.

2. In the event that the individual responsible is not able to initiate reporting action, it shall be the responsibility of his/her supervisor to make the report.

C.3.5.4.1 Incident Reporting for Discharge of Firearms

The Contractor shall submit a written report to the FSC/SSE/COTR at any time a firearm is discharged for any reason, whether intentionally or accidentally. This reporting requirement is mandatory regardless of whether or not personal injury resulted from the discharge and will include:

1. Name and duty assignment of the individual having custody of the firearm.
2. Time of the firearm discharge (date/day/hour).
3. Reason for firing the weapon.
4. Activity in which the individual was engaged when the weapon was fired.
5. Injury, fatalities, or property damage resulting from the discharge.
6. Names of any witnesses having knowledge of the incident.

C.3.5.5 Guard Firearms Qualification and Certification Standard

Firearm qualification shall, at a minimum, occur annually and within twelve (12) months of the previous qualification. Qualification shall be with the identical firearm (by serial number) and type of ammunition that will be used during regular tour of duty.

1. Range qualification shall be accomplished on a recognized law enforcement or other approved range under the supervision of a certified firearm instructor. The minimum passing score shall be 210 points out of a possible 300.

2. Each qualifier shall both wear and use the duty gear that is assigned for daily use. This is to specifically include the holster and reloading devices or aides (e.g. speedloaders).

3. The "course of fire" shall be the same as the GSA/Federal Protective Service (FPS) qualification course, Federal Law Enforcement Training Center Practical Pistol Course described in Figure 4-4 (.38 caliber) and Figure 4-5 (9mm) of Order 1600.69B, Contract Guard Firearms Qualification Course of Fire.

C.3.5.6 Guard Certification

Guard certification shall be in writing and must specifically identify by name each guard who:

1. Has successfully completed firearms qualification within the preceding twelve (12) months, list the score attained, the model and serial number of the qualifying weapon, and the date of qualification.

2. Has fully and successfully complied with all training requirements in the Facility Guard Manual.

The Contractor shall not issue a firearm to its employees until the Contractor has certified in writing to the CO that the individual has successfully completed the firearms qualification and training requirements as required.

C.3.5.7 Prohibited Actions

Guard personnel employed by the FAA are governed by the policies and procedures as established.

Personnel duly authorized to possess or carry firearms in the performance of their duties, law enforcement, or security activities shall use only such force as is necessary to overcome any opposing force or threat by rendering the person(s) incapable of continuing the activity which prompted the use of such force or weapon.

Deadly force is authorized only when the guard has cause to believe that another person poses an imminent threat of death or serious bodily injury to the guard or others.

A firearm shall only be drawn when it is believed that the use of deadly force may become immediately necessary.

Firing at a fleeing person is prohibited.

Firing from or at a moving vehicle is prohibited.

Firing warning shots is prohibited.

C.3.5.8 Required Actions

Contractor weapons and ammunition shall be surrendered to the SSE upon request for examination.

C.3.5.9 Failure to Comply with Certification Requirements

Contractor employees who fail annual certification requirements or do not comply with certification requirements shall be immediately removed from official FAA duty. The employee shall not return to duty until proof of re-certification is submitted to, and approved by, the CO/COTR.

C.3.6 Training

C.3.6.1 General Training

The Contractor shall certify in writing to the CO/COTR that all guards assigned duties at FAA facilities have successfully met all state and local security officer training requirements prior to assignment at an FAA facility. In addition, guards shall have successfully completed facility and other training specified by this contract and any other training deemed necessary by the CO/COTR. If there is no state or local mandated training, all guards shall be initially trained, at a minimum, in the categories listed below. Additionally, where there is no state or local mandated training the Contractor shall provide the name and location of the training facility, date/times training courses where conducted, and who conducted the training.

1. Care of Firearms. Guard personnel will comply with all firearm certification and proficiency training requirements in accordance with the Contractor Guard Manual.

2. Use of Firearms. Firearms will be used only in extreme emergencies requiring the protection of life.

3. Jurisdiction and Authority. Training sessions shall include descriptions of the guard responsibilities and authority with respect to apprehension, search, seizure, and use of deadly force.

4. First Aid. Demonstrate proficiency in first aid and cardio-pulmonary resuscitation.

5. Emergency Responsibilities. Demonstrate proficiency in the use of emergency equipment such as fire extinguishers and water hoses.

6. Operational Instructions. Demonstrate knowledge of the facility's layout, particularly stairways, fire doors, pipelines, sprinkler systems, sprinkler control valves and fire hoses, fire extinguishers and fire alarm systems, general, special, and temporary orders, facility security plan (FSP) and the guard manual.

7. Security and Contingency Situations. Recognize and appropriately react to emergency situations involving work place violence, bomb threats, sabotage, terrorism, hostage situations, and other criminal activity.

8. Safety. Demonstrate general knowledge of the safety requirements for the facility with special emphasis on any volatile materials stored within the confines of the facility.

9. Facility Access Control Procedures. Demonstrate knowledge of facility guidelines and procedures for personnel and vehicle access control.

10. Communications. Demonstrate the proper use of primary, alternative, and emergency communications equipment.

11. Reports. Demonstrate adequate report writing skills associated with guard operations.

12. Metal Detection and X-Ray Equipment. Demonstrate knowledge and proper use to identify suspicious items and packages, causes for alarms, and the procedures for dealing with such incidents.

13. Security Management Systems. Demonstrate proper use and control of electronic security equipment installed at the facility.

C.3.6.3 Specific Requirements

C.3.6.3.1 Initial Training

Each member of the guard force shall successfully complete a minimum of 16 hours of initial training within thirty (30) calendar days of their assignment to duty for this contract. The Contractor shall certify in writing to the CO/COTR within thirty (30) calendar days after contract start date, that assigned employees have satisfactorily completed instruction in each of the required subjects, or have equivalent training by virtue of previous training and/or experience. This certification shall list employees by name and social security number, and shall include evidence of previous training and experience, if any. A similar certification shall be provided for each new employee within thirty (30) calendar days after they begin work.

C.3.6.3.2 Refresher Training

Guard personnel shall receive a minimum of eight (8) hours of refresher training annually.

C.3.7 Guard Operations

C.3.7.1 Guard Orders

Instructions shall be specific to the facility receiving the FAA contract guard services and be in the form of general, special, and/or temporary orders. These orders shall be clear, concise, and fully describe the duties and actions that the guard is to carry out under specified conditions at all individual posts. The COTR/FSC will be responsible for ensuring that such orders are developed, maintained, and are current.

1. General Orders. Instructions which concern the guards as a whole and are applicable at all posts and patrols. They will cover such items as performance of contract guard duties and responsibilities.

2. Special Orders. Instructions which prescribe the responsibilities of a particular post or patrol. Each post or patrol will have special orders issued concerning the location, duties, hours staffed.

3. Temporary Orders. Instructions which are issued for a short period covering a special or temporary situation.

C.3.7.2 Contractor Responsibility for the Guard Manual

The Contractor shall be required to develop and issue a current and comprehensive Contractor Guard Manual to each contract guard assigned to duty at a FAA facility. The manual is intended to be a Contractor-employee manual and will contain the basic guidance issued by the Contractor to its employees concerning matters of dress, discipline, patrolling, first aid, emergency responsibilities, apprehension of suspects and arrest powers, courtesy, communications and chain of command. The Contractor Guard Manual and Guard Manual shall be coordinated with and approved by the COTR and the SSE before issuance.

C.3.8 Contractor Guard Manual

The Contractor Guard Manual is intended to be a Contractor-employee manual and will contain the basic guidance issued by the Contractor to its employees. Within twenty-one (21) calendar days after contract award, the Contractor shall provide copies of the Contractor Guard Manual as set forth by "List of Required Records and Reports" clause, in Section F. The FAA will review and either approve or disapprove this document within fifteen (15) calendar days of receipt. Within fifteen (15) calendar days from the date of receipt of FAA approval, the Contractor shall furnish one (1) copy to the CO, COTR, the on-site supervisor, all posts and all guards. The Contractor Guard Manual shall be approved by the FAA before issuance. The manual shall be reviewed annually by the COTR and SSE and updated as required.

The guard manual shall include, as a minimum, the following topics:

- General company policy, rules and regulations.

- Chain of command.

- Concepts of facility protection.
- Legal aspects of installation protection.
- Apprehension of suspects and arrest powers.
- Patrol techniques.
- Access and traffic control.
- Detection of methods of sabotage.
- Fire prevention and protection.
- Communication.
- Report writing.
- Handling of safety hazards and bomb threats.
- Care and handling of firearms.
- First aid.
- Wearing of the prescribed uniform.
- Standards of conduct and discipline.
- Courtesy.
- Medical examinations of guards and certification of acceptability.
- Physical condition.
- Data on security of classified information physical fitness.
- Employee's vacation pay if required by the Service Contract Act Wage Determination.
- Emergency responsibilities.
- Firearms qualification and certification.
- Facility telephone notification list.
- Facility Occupancy Emergency Plan.
- Facility Contingency Plan.

A detailed review of the guard manual shall be provided as part of each employee's initial training, and each time the guard manual is modified. No guard shall be assigned to duty unless he/she is thoroughly knowledgeable of and understands the guard manual. The guard manual may be modified to reflect required changes in the Government's guard services policies and procedures.

C.3.9 Incident Reporting

Incident reporting is required in order to identify and assess the loss and damage to FAA property and facilities. It provides essential data that describes the type of incidents associated with a facility and is a key element in the development of the FAA Facility Security Management Program.

The objective of the incident reporting process is to provide a timely and accurate flow of data concerning the nature and frequency of adverse events which occur at FAA facilities. Below is a list of examples of reportable incidents. This list is not all encompassing and is intended to be used as a guide.

Example of Reportable Incidents

- Arson
- Loss of Gov't Equipment
- Stalking
- Assault
- Loss of ID Media
- Suspicious Person/Item
- Bomb Threat
- Loss of Keys/Electronic Access Media
- Suspicious Vehicle
- Burglary
- Misuse of Gov't Property
- Terrorism
- Civil Disturbance
- Murder
- Vandalism (includes no loss of service to an air navigation facility, true light, or signal)
- Drug Use
- Rape/Sexual Assault
- Vehicle Theft
- Kidnapping
- Robbery
- Violence in the Workplace
- Larceny within Facility
- Sabotage
- Weapon Discharged on Property
- Larceny within Vehicle
- Security System Outage
- Weapon Possession

The written incident report submitted by the supervisor shall contain as a minimum the following information:

1. Complete description of the incident.
2. Name and duty assignment of the individual discovering the incident.
3. Time of the incident (local time/date/day).
4. Activity in which the individual was engaged when the incident was discovered.
5. Injury, fatalities, or property damage resulting from the incident.
6. Names of any witnesses having knowledge of the incident.

[NOTE]: The FAA Incident Form (See FAA Order 1600.69B, Figure 7-1) should be used if available.

C.3.10 Work Requirements

C.3.10.1 Entry Control

The Contractor shall deter unauthorized person(s), property, or vehicles from entering into the area(s) defined in the Facility Guard Manual. All posts shall be controlled during the specified times. During the time periods posts are not staffed, the posts shall be considered part of the perimeter and controlled by the roving patrol.

Authorized personnel or vehicles shall be allowed entry after they have been properly screened. The Contractor shall minimize traffic congestion during peak periods of personnel arrivals/departures in compliance with the Facility Guard Manual.

1. The Contractor shall comply with local guard orders and the Facility Security Plan regarding issuance of temporary passes and temporary badges to Government employees, authorized visitors, contractors, vendors, and others. The Contractor shall courteously and promptly process visitors, issue appropriate identification badges to authorized visitors, and record required information. Contractor employees shall provide clear directions to visitors upon request. Vehicle passes shall either be denied or issued after proper screening and validation.

2. The use of certain private property (e.g., audio and video recording devices, cameras, etc.) is prohibited on the facility. The Contractor shall provide a receipt for, and secure such items in accordance with the Facility Guard Manual.

3. Similarly, the Contractor shall maintain a list of lost items, accept found items, and secure them until they can be transferred to the proper authorities or the FSC for disposition. The Contractor shall be fully responsible for items in his/her possession.

4. In the case of an emergency/incident, all gates shall be closed to inbound traffic and locked, when properly notified by facility management.

5. Operate, evaluate and process visitors, mail, and packages using MDD and x-ray equipment.

C.3.10.2 Exit Control

The Contractor shall comply with the FSP government property, and shall insure that any person(s) attempting to take Government property off the installation have followed procedures identified in the FSP.

In the case of an emergency/incident all gates shall be closed to outbound traffic and locked, when properly notified by facility management.

C.3.10.3 Roving Patrol

The Contractor shall conduct roving patrols as specified in the FSPA and/or local guard orders. All roving patrol guards shall be equipped with communications equipment as specified in the Radio Communications and Radio/Telephonic Communications sections of this SOW, and be capable of making contact within one (1) minute of notification to the FAA facility, Contractor, and supervisor(s).

The roving patrol function may include both foot and motorized patrols. Roving patrols shall be continuously on the alert for the occurrence of fires, explosions, collapses, and other catastrophes by close and detailed observation of buildings, machinery, vehicles, equipment, other resources, and personnel. Unsafe or potentially unsafe conditions, procedures, or activities shall be identified and promptly corrected, if possible. The Contractor shall restrict admission to the unsafe area to minimize the risk and notify the COTR so that repair or corrective action can be accomplished as soon as possible. In the event of a catastrophe, the Contractor shall immediately summon appropriate response forces and then notify government personnel prescribed by guard orders and/or FSP; assist in minimizing the effects thereof; and assist in restoring the area to a safe condition as soon as possible.

The contract guards are required to use a watch clock system or some type of electronic guard tour system which is to be provided by the FAA to serve as a supervisory control and check on the performance of guards.

C.3.10.4 Perimeter

A check shall be made of the entire facility perimeter to detect unauthorized entry (attempted or actual). Routes and times shall be varied to avoid establishing a set pattern. The guard shall conduct these checks as prescribed in local guard orders and/or the FSP.

C.3.10.5 Building/Equipment Checks

Security checks shall be of all buildings and pieces of equipment. While such checks are primarily to detect unsecured facilities, the guard shall also immediately report to the appropriate authorities any fire, flooding, or other condition that could result in damage to buildings/equipment or

injuries to personnel. The guard(s) shall also turn off unnecessary lights and appliances and close windows/doors to conserve energy. The Contractor's employees shall not disturb papers on desks, open desk drawers or cabinets, erase blackboards, or use Government equipment except as authorized.

C.3.10.6 Execute Colors

The Contractor may be required to raise and lower the United States Flag (and other flags as authorized) at the locations and times indicated in the Facility Guard Manual. No deviations are permitted unless authorized. Verbal authorizations shall be recorded in an incident report.

C.3.10.7 Traffic, Parking, and Pedestrian Control

The Contractor shall direct traffic and control lights, as described in local guard orders and/or FSP. Tactful and courteous warnings shall be made to individuals who violate facility-parking regulations. Abandoned vehicles shall be reported promptly. Vehicles parked in prohibited zones which require removal by towing will also be reported to facility management.

C.3.10.8 Deviation from Prescribed Schedules

In the case of emergency conditions requiring immediate attention, the COTR/ FSC may direct the Contractor guard supervisor to temporarily divert guards from their normal roving patrol duties to respond to the emergency conditions, at no additional cost to the FAA. Such employees shall return to their normally assigned duties when released from the emergency situation by the designated FAA official.

Except for the emergency conditions described in the FSP, the Contractor shall not divert roving patrol guards from their prescribed schedules without the prior approval of the COTR or FSC. In instances where verbal deviation approval is given by the COTR or FSC, all pertinent facts concerning the deviation shall be recorded in an incident report and forwarded to the COTR/SSE/FSC within three (3) hours from completion of the incident.

Diversions resulting from emergency conditions described in the FSP shall be reported to the COTR/SSE/FSC in an incident report within three (3) hours from the completion of the diversion.

C.3.10.9 Escort Services

The Contractor may provide escort services as described in the FSP for visitors not having the appropriate security clearance, and for the movement of valuables, explosives, classified material, hazardous material, fuel deliveries, and other items as required at the facility.

C.3.10.10 Complaints/Threats

The Contractor shall record complaints from any person concerning security, safety, or law enforcement within the Government's jurisdiction. Such complaints shall be promptly reported to the COTR/FSC for resolution and disposition. The Contractor shall endeavor to deter crimes against persons without waiting for a specific complaint, while immediately notifying the appropriate authorities. Response to bomb threats shall be in accordance with the Facility Guard Manual.

C.3.10.11 Traffic Accidents

The Contractor shall immediately notify the police of accidents, and shall assist, as required, in redirecting traffic, placing warning flares, and other safety protective actions.

C.3.10.12 Gate/Building Openings

The Contractor shall open and close gate(s) and building(s) within the time parameters as specified by facility management. The Contractor shall maintain a record of all-nonscheduled gate/building openings and/or closings.